# MITSUBISHI ELECTRIC

 $C\in$

DIGITAL COLOR PRINTER

MODEL

CP9500DW

OPERATION MANUAL
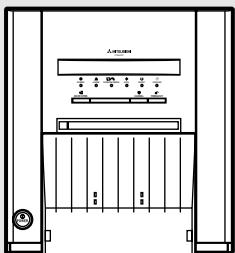
THIS OPERATION MANUAL IS IMPORTANT TO YOU.
PLEASE READ IT BEFORE USING YOUR DIGITAL COLOR PRINTER.
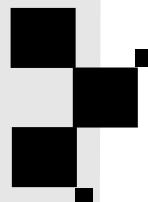
DIGITAL COLOR PRINTER

This digital color printer complies with the requirements and other relevant provisions of the EC Directive 89/336/EEC, 73/23/EEC, 93/68/EEC and 1999/5/EC.
The electro-magnetic susceptibility has been chosen at a level that gains proper operation in residential areas, on business and light industrial premises and on small-scale enterprises, inside as well as outside of the buildings. All places of operation are characterised by their connection to the public low voltage power supply system.

INFORMATION

This Class A digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

WARNING :
TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE.

WARNING:
Use the included AC power cord so as not to interfere with radio and television reception.
If you use other cables, it may cause interference with radio and television reception.

CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN

CAUTION : TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK) NO USER-SERVICEABLE PARTS INSIDE REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.
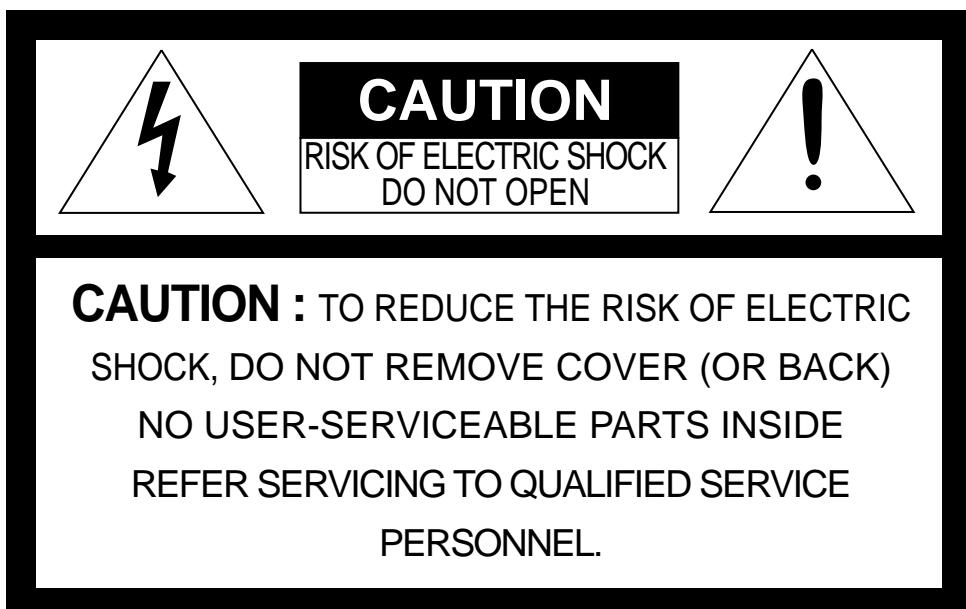
The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute the risk of electric shock.

The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

The "Caution, hot surface" symbol indicates that the marked item may be hot and should not be touched.
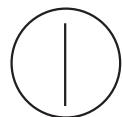
The "ON/OFF" symbol indicates connection to or disconnection from the mains, at least for mains switches.

The "Alternating current" symbol indicates that the equipment is suitable for alternating current only.

CAUTION:

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE:

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his or her own expense.


Operation is subject to the following two conditions;

(1) this device may not cause interference, and

(2) this device must accept any interference, including interference that may cause undesired operation of the device.

WARNING:

In the USA or Canada, use the AC power cord according to the recommendations as below, in order to comply with UL60950 and CAN/CSA C22.2 No. 60950-00.
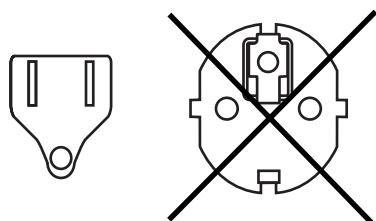
Connect to the 120V receptacle of the room or the host equipment.

The AC power cord should be UL or CSA approved and consist of type SJT or SVT, size 16 or 18AWG, length 2.5m or shorter cord with IEC320/C13 type, 125V 10A or higher rating connector and NEMA 5-15 type, 125V 10A or higher rating plug.

WARNING:

In Europe, use the AC power cord according to the recommendations as below, in order to comply with EN60950.
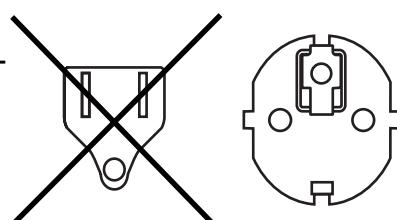
Connect to the 230V receptacle of the room or the host equipment.

The AC power cord should be VDE approved and consist of core size $1mm^2$ or bigger, length 2.5m or shorter cord with IEC320/C13 type, 250V 10A or higher rating connector and CEE(7)VII type or IEC 320-2.2/E type, 250V 10A or higher rating plug.

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SAFETY PRECAUTIONS

In the interest of safety, please observe the following precautions:

POWER REQUIREMENT
This Digital Color Printer is designed to operate on 120V AC 50/60Hz in U.S.A. and Canada, 220V-240V AC 50/60Hz in Europe. Never connect to any outlet or power supply having a different voltage or frequency.

WARNING : THIS APPARATUS MUST BE EARTHED.

AVERTISSEMENT: CET APPAREIL DOIT ETRE MIS A LA TERRE.

PROTECTIVE MEASURES

IF ABNORMALITIES ARISE, ...
Use of the unit during emission of smoke or abnormal sounds (without adopting countermeasures) is dangerous. In such a case, unplug the power cord from the source outlet immediately, and request maintenance service from the sales dealer.

NEVER INSERT ANY OBJECT INTO THE UNIT
Foreign objects of any kind inserted into this unit constitute a safety hazard and can cause extensive damage.

DO NOT PLACE ANYTHING ON THE DIGITAL COLOR PRINTER
Heavy objects placed on the Digital Color Printer can cause damage or obstruct proper ventilation.

PROTECT THE POWER CORD
Damage to the power cord may cause fire or shock hazard. When unplugging, hold by the plug only and remove carefully.

DO NOT PLACE WATER CONTAINERS ON THE UNIT
Do not place flower vases, and other water-holding containers on the device. If, for some reason, water seeps to the inside of the unit, unplug the power cord from the source outlet, and contact the sales dealer. If used without corrective measures, the unit may be damaged.
"In the interest of safety, avoid handling of liquids near the unit."

DO NOT REMOVE THE CABINET
Touching internal parts is dangerous, besides, it may lead to malfunction. Contact the sales dealer to carry out internal checks and adjustments. Before opening the cover for eliminating a jammed paper, etc., be sure to disconnect the power cord plug.

UNPLUG THE POWER CORD DURING A LONG ABSENCE
Turn off the main power switch and unplug the power cord during a long absence.

WHEN TRANSPORTING THE UNIT
When transporting the unit, remove the ink ribbon and print paper from the unit. See "INSTRUCTIONS FOR TRANSPORTATION" on page 20.

BE CAREFUL AROUND PRINT PAPER EXIT SLOT
Don't insert your hand or any material into the paper exit slot during printing.
Do not touch the cutter blade inside the paper exit slot.
Otherwise, your finger will be injured.

DO NOT TOUCH THE THERMAL HEAD
Do not touch your hand to the thermal head (located inside the unit).
The thermal head is heated to high temperature.
This may cause injury.

WHEN PLACING THE PRINT PAPER, REMOVE ONE FLANGE AND KEEP THE PRINT PAPER UPRIGHT ON ITS SIDE WITH NO FLANGE
When you put the print paper sideways on a table, etc., it may roll and fall. This may cause injury.

CONNECTION CABLES
Use the provided power cord.

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REMOVE THE PAPER STRIP BIN WHEN OPENING OR CLOSING THE DOOR
When you open or close the door with the paper strip bin installed, the bin may be removed and fall. This may cause injury or damge.

INSTALLATION LOCATIONS

MAINTAIN GOOD VENTILATION
Ventilation slots and holes are provided on the rear and both sides of this unit. Place the unit on a hard and level surface and locate at least 10cm (4 inches) from walls to insure proper ventilation. When putting the unit on the system rack, take a space between the unit and the back and sides of the rack.

UNSUITABLE LOCATIONS
Avoid shaky places or hot-springs areas where hydrogen sulfide and acidic ions are likely to be generated.

PLACES WITH HIGH HUMIDITY AND DUST
Do not place the unit at a high humidity and dusty locations. They can cause extensive damage to this unit. Avoid places where the unit is likely to be exposed to oily fumes and vapors.

PLACES LIKELY TO BE EXTREMELY HOT
Places exposed to direct sunlight, or near heating appliances can attain extremely high temperatures, which may deform the cabinet, or can become a prime cause of damage.

PLACES THE UNIT ON A HORIZONTAL LEVEL
The unit is likely to be affected if it is placed in slanted conditions or in an unstable places.

PROTECT AGAINST DEW FORMATION
In extremely cold regions, if the unit is moved quickly from an extremely cold place to warmer one, dew is likely to be formed. If dew is formed, printing is not possible.

OPERATING AMBIENT TEMPERATURE RANGE
The operating ambient temperature range is 5°C-40°C (41°F-104°F) and the humidity of 30%-80%. When using the unit on the system rack, be sure to keep this ambient temperature inside the rack.

FOR LONG OPERATING LIFE

UNSUITABLE MATERIALS FOR THE DIGITAL COLOR PRINTER
Coat flaking and deformation are likely to occur if the unit is wiped with chemical dusters, benzine, thinner or any other solvent, if rubber or PVC items are left in contact with the unit for extended duration, or if the unit is sprayed with insecticide.

CARE OF THE CABINET
Unplug and clean with a soft cloth slightly moistened with a mild soap and water solution. Allow to dry completely before operating. Never use petroleum base solutions or abrasive cleaners.

HEAD ABRASION
The thermal head, like the video head, wears out. When it is abraded, it becomes hard to print out fine details of the picture. In such a case, it is necessary to replace the thermal head. Consult with the sales dealer for replacing the head.

CONNECTING DEVICES
Read thoroughly "Operating Precautions" of the instruction booklets for the devices connected with the Digital Color Printer. The power cord must be disconnected after printing is over.

CAUTION ON RELOCATING
When transporting this unit, make sure it is not likely to be subjected to impacts. They can be a prime cause for damage. Further, make sure to disconnect the power cord from the power outlet, and the cables from the connected devices.

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SAFETY PRECAUTIONS

OTHER CAUTIONS

- Do not pull out nor touch the print paper until printing is completed. It may degrade the print quality or cause an error.

- Dust or other foreign matter adhering to the print paper or the ink cassette, or deformation resulting from exposure to extremely low or high temperatures could cause loss of color, uneven color or lines, or wrinkles in the print images.

NOTE:
YOUR UNDERSTANDING IS REQUESTED FOR THE LOSS OF IMAGES IN MEMORY DUE TO THE SUDDEN OCCURRENCE OF A MALFUNCTION.

SPECIAL FEATURES

SPECIAL FEATURES

5 PRINT SIZES ARE AVAILABLE DEPENDING ON THE PURPOSE
5 printing sizes, 9x13 (3.5x5") (max.89 x 127 mm), 10x15 (4x6") (max.102 x 152 mm), 13x18 (5x7") (max.127 x 178 mm), 15x20 (6x8") (max.152 x 203 mm) and 15x23 (6x9") (max.152 x 229 mm), are selectable.

HIGH SPEED PRINTING
Normal printing speed is approx. 20 seconds (in 9x13 (3.5x5") Fine mode print). Use of roll paper shortens the time for installing and removing.

LARGE CAPACITY PRINTING
Maximum of 680 prints per roll for 9x13 (3.5x5") is offered. Large economical print capacity per roll reduces frequency of exchanging paper and ink ribbon.

HIGH QUALITY PRINTING
CP9500DW is a dye sublimation thermal transfer color printer, which produces superior high quality images. It also produces a continuous tone at 256 gradient and 16.7 million colors for each of Y, M, and C.

346 DPI HIGH RESOLUTION
CP9500DW has a high resolution of 346 DPI for precise illustrations and sharp photographic images.

ADDITIONAL FEATURES COMPATIBLE WITH A VARIETY OF INTERFACES AND SYSTEMS
(1)   Input and output of control signals using the Hi-Speed USB (Ver. 2.0) interface.
(2)   Input and output of control signals using the SCSI II interface.
(3)   Newly developed printer driver, which reduces PC processing time .

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UNPACKING

Take the printer out of the box by the following procedures. Make sure to check the accessories.

1 **Open the top of the box.**
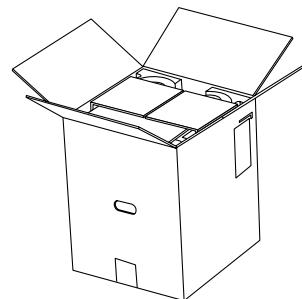
2 **Remove the accessories together with upper cushions.**
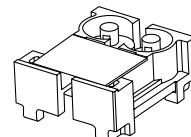
3 **Hold the handles of the cardboard and pull it up carefully to take the printer together with the lower cushions out of the box.**

Make sure to pull the cardboard straight up.

NOTE

This printer is about 17 kg in weight. Handle it with care.
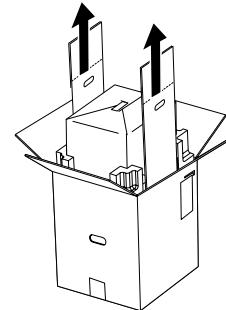
4 **Separate the printer from the cushions.**

Hold the parts indicated by the arrows and pull the printer straight up.
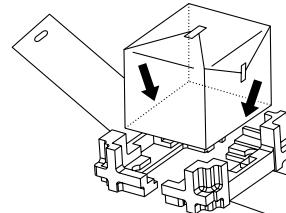
5 **Unwrap the packing.**

Keep the cushions for transporting the printer again.

When moving this printer, hold the lower front part and the handle on the rear side.

Handle
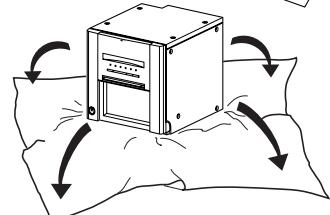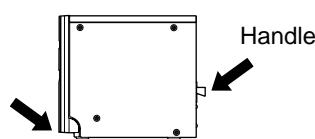
■ CONTENTS

The accessories are contained in the upper cushions. Check the contents.

| Quick setup guide | Paper strip bin | CD-ROM | Paper flanges | Spacers | Ink cassette |

Paper catcher

Power cords

SCSI terminator

The ink cassette is contained in the printer.
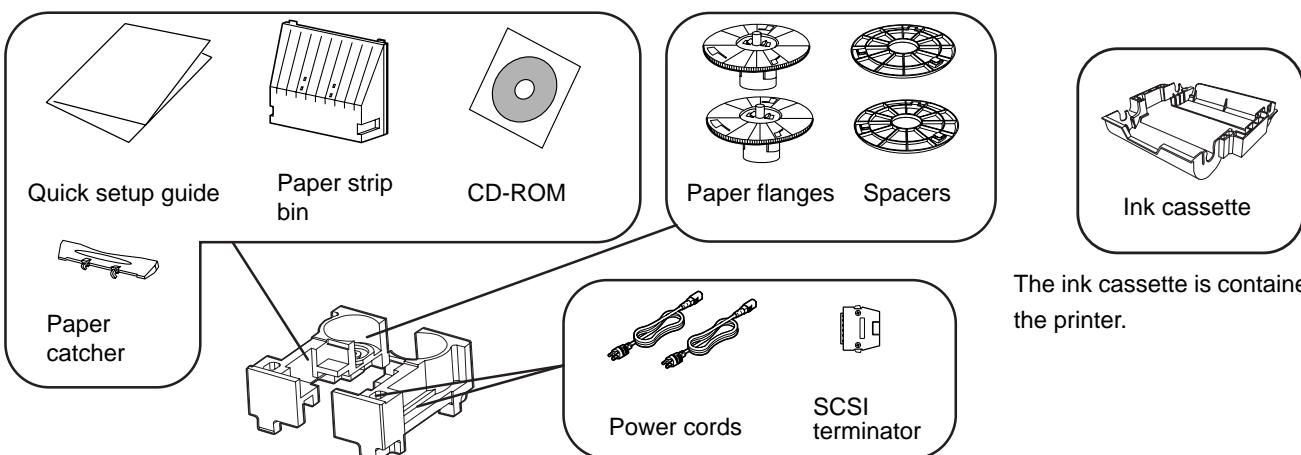
FEATURES & FUNCTIONS

FRONT PANEL

PAPER STRIP BIN
Hook the paper strip bin by its latches.

To attach: A -> B
To remove: B -> A
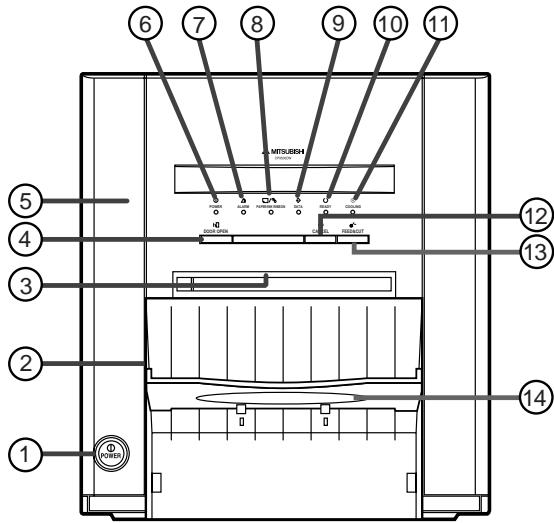
① **POWER BUTTON**

Use to switch the power ON and OFF.
Press to turn on power. Press again to turn off power.

② **PAPER STRIP BIN**

Holds the paper chips generated by margin cut. To prevent jamming the chips at the print outlet, throw away the chips frequently.

— NOTE —
Remove the bin before opening the door. If the door is opened with this bin attached, the printer or this bin may be damaged.

③ **PRINT OUTLET**

The printed paper comes out here.

④ **DOOR OPEN BUTTON**

When you press this button while the power is on, the door will open in about five seconds.

⑤ **DOOR**

Open this door when installing print paper or ink ribbon.
Press the DOOR OPEN button ④ to open the door.

⑥ **POWER INDICATOR**

When the power is turned on, the indicator illuminates.

⑦ **ALARM INDICATOR**

This indicator illuminates or blinks when a paper jam occurs or the door is open. See page 18.

⑧ **PAPER/INK RIBBON INDICATOR**

When an error concerning the ink ribbon or print paper occurs, this indicator illuminates or blinks. See page 18.

⑨ **DATA INDICATOR**

This indicator blinks during data transfer. It illuminates during printing.

⑩ **READY INDICATOR**

This indicator illuminates when this unit is ready to accept the data. It also illuminates during data transfer. It blinks during print canceling procedure.

⑪ **COOLING INDICATOR**

When the unit is overheated, this indicator blinks. See page 18.

⑫ **CANCEL BUTTON**

Press this button for more than 1 second to cancel continuous printing. After the ongoing printing at the time this button is pressed is completed, the printing process is canceled.

⑬ **FEED & CUT BUTTON**

When you keep pressing this button for more than 1 second, the print paper is fed and cut.

⑭ **PAPER CATCHER**

You may stack about 10 prints on this paper catcher. See the next page for the installation of this paper catcher. When using the print paper of 13x18(5x7"), 15x20(6x8") or 15x23(6x9"), do not install the paper catcher.

— NOTE —
It is recommended to remove the prints stacked on the paper catcher frequently. If the prints are not removed frequently, a paper jam may cause.

SIDE AND REAR PANEL

(LEFT SIDE)   **(REAR)**
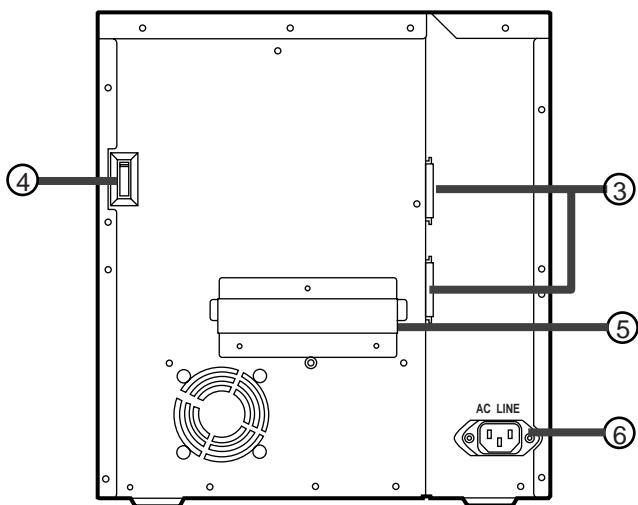
INSTALLING THE PAPER CATCHER

Hook the paper catcher by its latches. When using the print paper of 13x18(5x7"), 15x20(6x8") or 15x23(6x9"), do not
install the paper catcher.

A.   B.   C.
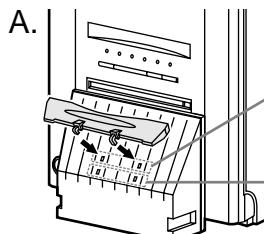
Holes for 9 x 13 size paper
(Paper width : 127 mm)

Holes for 10 x 15 size paper
(Paper width : 152 mm)

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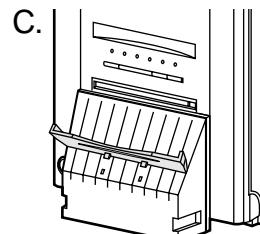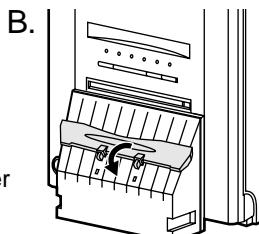
CONNECTION WITH SCSI DATA SIGNAL EQUIPMENT

■ **CONNECTING TO PERSONAL COMPUTER (EXAMPLE)**

1 **Press the POWER button to turn on the power.**

2 **Press the DOOR OPEN button to open the door.**

3 **Set the input select switch inside this unit to SCSI.**
Push the center of the door to close.

4 **Press the POWER button to turn off the power.**

Input select switch

5 **Connect the unit and the personal computer with a SCSI cable.**
Connect this unit to a personal computer as shown below.
Make sure to turn off the main power of the unit and other equipment before connection.

To SCSI terminal
(Use terminator when no
SCSI device is conncted.)
Terminator

To SCSI terminal

To SCSI terminal

Personal computer

Digital color printer
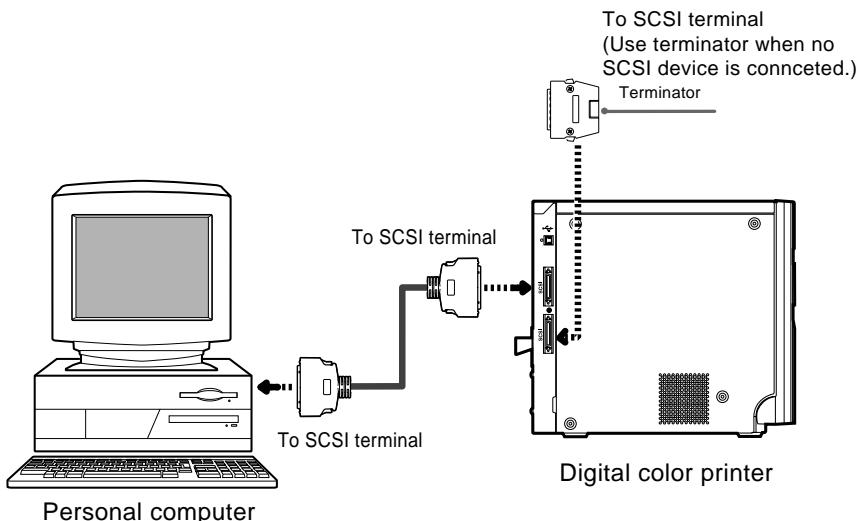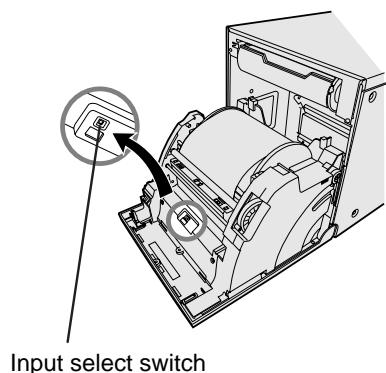
6 **Set the SCSI ID switch.**

SCSI ID

Set the SCSI ID switch on the rear panel according to the personal computer connected.

- When some devices with SCSI interface are connected to the personal computer, do not select the ID number already in use for this printer.
- Turn the arrow with a screwdriver to set the ID number.
- The default setting is No. 5.
- No. 7 is allocated to the personal computer you use and No. 0 is allocated to the built-in hard disk of the personal computer by default.

7 **After verifying the connection, press the POWER button to turn on this unit.**

8 **Turn on the power of the personal computer.**

CONNECTIONS

CONNECTION WITH USB DATA SIGNAL EQUIPMENT

■ **CONNECTING TO PERSONAL COMPUTER (EXAMPLE)**

1️⃣ **Press the POWER button to turn on the power.**

2️⃣ **Press the DOOR OPEN button to open the door.**

3️⃣ **Set the input select switch inside this unit to USB.**
Push the center of the door to close.

Input select switch
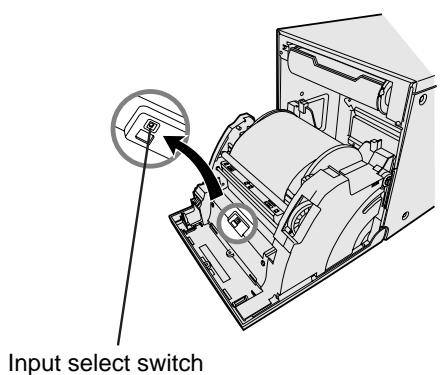
4️⃣ **Press the POWER button to turn off the power.**

5️⃣ **Connect the unit and the personal computer with a USB cable.**
Connect this unit to a personal computer as shown below.

To USB port ▶

◀ To USB port

Personal computer

Digital color printer
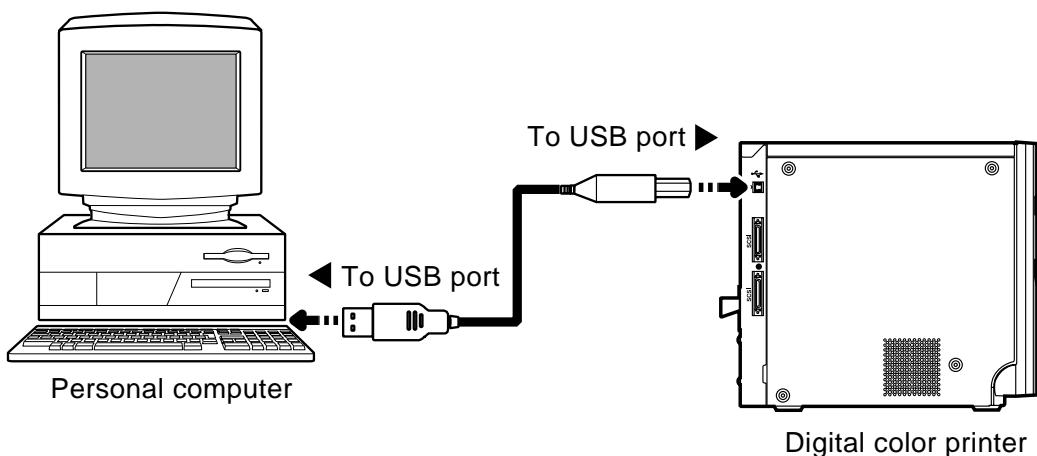
6️⃣ **After verifying the connection, press the POWER button to turn on this unit.**

7️⃣ **Turn on the power of the personal computer.**

SETTING OF DIP SWITCHES

■ SETTING DIP SWITCHES

All the switches are set to OFF at the time of shipment from the factory.
Turn off the power before changing the DIP switch settings.
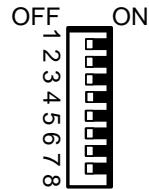
Switch No.	Setting	Function
1	OFF	Auto feed & cut mode
		When the door is closed after the print paper or a ink cassette is installed with this unit powered on,
		this unit automatically carries out paper feed & cut operation.
	ON	Manual feed & cut mode
2	OFF	Set this switch to OFF.
	ON	
3	OFF	Set this switch to OFF.
	ON	
4	OFF	Set this switch to OFF.
	ON	
5	OFF	Set this switch to OFF.
	ON	
6	OFF	Set this switch to OFF.
	ON	
7	OFF	Set this switch to OFF.
	ON	
8	OFF	Set this switch to OFF.
	ON	

BEFORE OPERATION

Before printing,

1 **Install the print paper to this unit. (See below.)**

INSTALLATION OF PRINT PAPER

Spacers

■ The spacers are attached to the paper flanges. For the necessity of the spacers, see the Quick Setup Guide.
Remove the cushions put between the paper flange and spacer when use them.

How to attach and remove the spacers
1. Turn the spacer until the latches are unlocked.
2. Remove the spacer with the paper flange's stoppers retracted.
When you use the print paper with which the spacers have to be used, attach the spacers to the paper flanges by reversing the above-mentioned removal procedure as shown right.

latches

Spacer
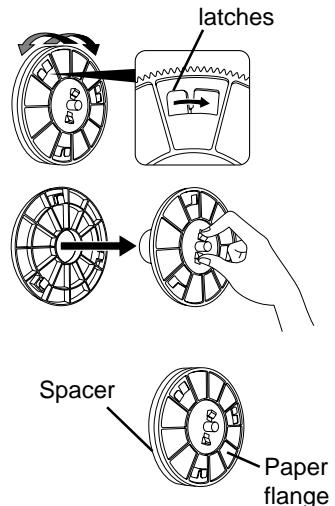
Paper flange

1 **Attach the supplied paper flanges to both sides of the print paper.**
When you pinch the latches on the paper flange, the stoppers retract into the shaft.
Attach the flanges to the print paper with the stoppers retracted.
Make sure that the flanges are attached to the print paper securely, and release the latches.

— NOTE —
• Take care not to pinch your fingers.
• Do not remove the sticker on the print paper yet.
• Do not slacken the paper. Any slack in the print paper may degrade the print quality.
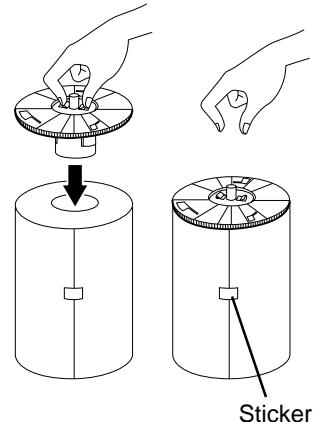
— NOTE —
• When placing the print paper, remove one flange and keep the print paper upright on its side with no flange.
• When you put the print paper sideways, it may roll and fall. This may cause injury.
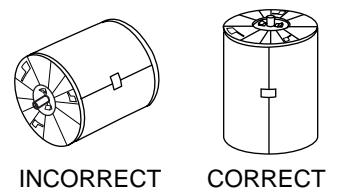
— NOTE —
Do not touch the thermal head.
Fingerprints or dust on the thermal head will degrade the print quality.

Sticker

INCORRECT   CORRECT

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2 **Press the POWER button to turn on the power.**
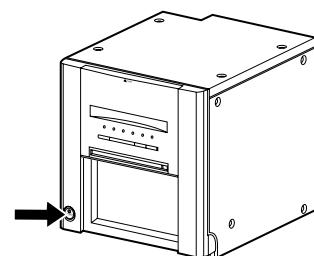
3 **Press the DOOR OPEN button to open the door.**
Take the ink cassette in the printer out.
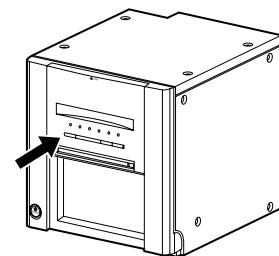
4 **Install the print paper into the unit.**
Make sure to install the print paper firmly.

— NOTE —
Install the print paper into the unit slowly. If it is dropped along the ditches, the unit or accessories may be damaged.
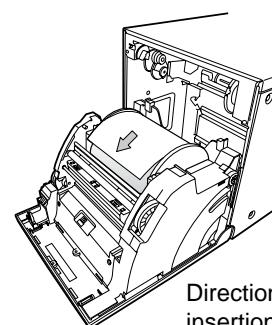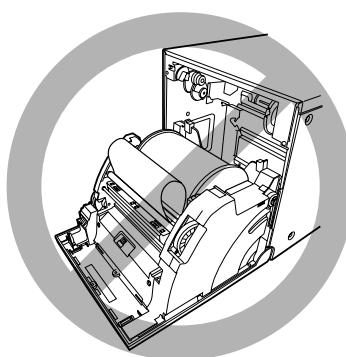
Direction of paper insertion

5 **Remove the sticker, insert the print paper between the rollers as shown right, and feed the print paper until it reaches the black cover.**
• Remove the sticker before inserting the print paper between rollers. Make sure to insert the paper straight.

— NOTE —
• Keep the roller clean. Dirt on the roller may degrade the print quality.

— NOTE —
• When taking the print paper out, pull it up toward you.
• Make sure to turn on the power before replacing the print paper.
• Make sure to eliminate any slack from the print paper. If you carry out the following steps without eliminating the slack, the print paper may be damaged.
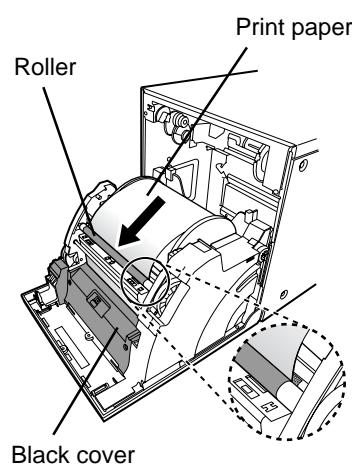
Print paper

Roller

Black cover

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INSTALLATION OF INK RIBBON

■ INSTALLING THE INK RIBBON

After installing the print paper, install the ink cassette into this unit.
Before installing the ink cassette into this unit, load the ink ribbon in the ink cassette.

— **NOTE** —

• Place the ink cassette on a flat surface, when loading the ink ribbon.
• Select a place that is free of dust when loading the ink ribbon. Dust or dirt settling on the ink ribbon results in poor print quality.
• Make sure that the shafts of the ink ribbon fit into the ink cassette firmly.

1 **Load the ink ribbon in the ink cassette as shown below.**

• Make sure to set load it in the correct position.

Ink ribbon

Gear (ivory)

Handle

Ditch
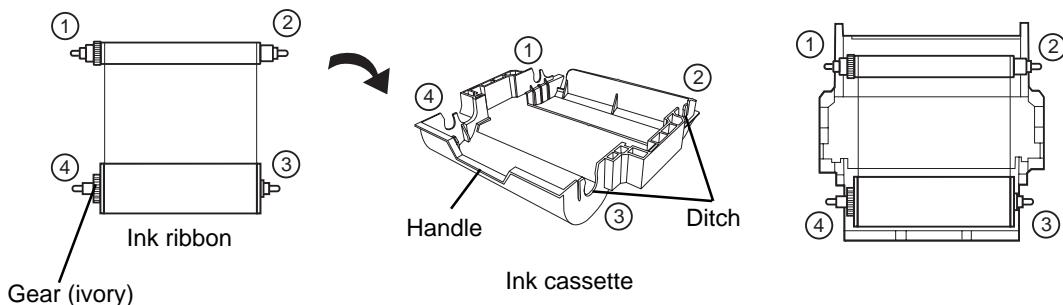
Ink cassette

■ INSTALLING THE INK CASSETTE

1 **Place the ink cassette containing the ink ribbon in the position as shown right.**

Place the ink cassette on the print paper with the shaft (thicker one) around which the ink ribbon is wound located to the front. Align the arrows marked on the sides of ink cassette with those on the unit.
Place the rear of the ink cassette along the guides that are provided inside the unit.

Make sure to set the ink ribbon roller to the ditches firmly.
Turn the ivory roller to eliminate any slack.

Arrows

Guides

14
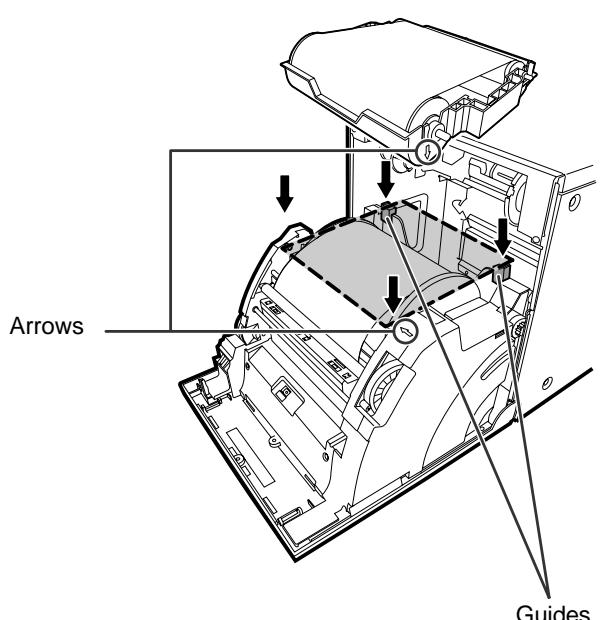
2 **Push the ink cassette toward the back of the unit.**

Hold the handle of the ink cassette and push it straight toward the back of the unit.

Then raise it until you hear a click to secure it in the ink cassette holder.

NOTE

If the ink ribbon is used up, repeat the steps 1 to 2 to replace the print paper and the ink ribbon.
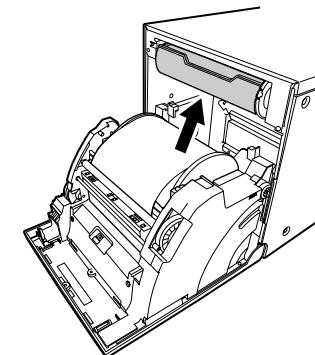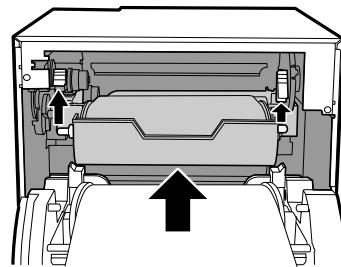
**3** **Push the center of the door to close.**

The print paper setting is initialized two minutes after you close the door.

When the auto feed & cut mode has been selected, the FEED & CUT procedure is repeated three times after you close the door. When the print paper with the post card printing on its reverse side is installed, the FEED & CUT procedure is repeated five times.

NOTE

• When closing the door, push it until a click is heard.

• If the PAPER/INK RIBBON indicator illuminates when the door is closed, the print paper may have not been installed correctly.

In this case, open the door to make sure that the print paper has been installed correctly. Then close the door again.

• On the auto feed & cut mode, when the print paper is installed more than three times, the print paper may be used up earlier than the ink ribbon.
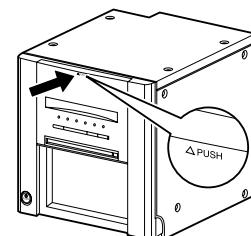
■ **When the manual & cut mode has been selected**

When the manual feed & cut mode has been selected, hold down the FEED & CUT button for 1 second or longer. Repeat the manual feed & cut three times. When the print paper with the post card printing on its reverse side is installed, repeat this procedure five times.
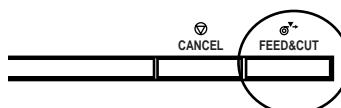
Installation of the print paper and the ink ribbon is completed.

NOTE

• Make sure to replace the print paper and the ink ribbon at the same time.

• When replacing them, throw away the paper chips in the paper strip bin.

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HANDLING OF PAPER / INK RIBBON SET

■ BEFORE PRINTING

- Fingerprints or dust on the paper's printing surface may degrade the print quality and cause paper jams. When the manual feed & cut mode has been selected, repeat the FEED & CUT procedure three times after replacing the print paper. When the print paper with the post card printing on its reverse side is installed, repeat five times. If you omit cutting the print paper by the FEED & CUT procedure, first two or three prints may not be printed partly because of finger oil or dirt.
- When the print paper is abruptly transferred from a cool place to a hot place, vapor or dew is generated on the paper's surface causing paper jams or degraded print quality. Leave the print paper in the room to stabilize its temperature before using it.
- If you repeat the FEED & CUT procedure more than the designated number of times while installing the print paper, the indicated number of prints may not be made. In addition, if you replace the print paper before it is used up, the indicated number of prints may not be made.

■ AFTER PRINTING

- If the paper absorbs nonvolatile organic solvents (alcohol, ester, ketone, etc.) the print may be discolored.
- Discoloration of prints is accelerated if the print paper comes into contact with soft vinyl chloride such as transparent tape.
- Avoid storing prints in direct sunlight or places with high humidity.

■ STORAGE OF PAPER / INK RIBBON SET

- Do not store the print paper and ink ribbon in the container made of soft polyvinyl chloride. They may be discolored because of chemical reaction.
- Store the print paper and ink ribbon out of direct sunlight and away from heating appliances in a cool, dark place where the temperature is 5°C to 30°C and the humidity is 20% to 60% RH.

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INSTALLATION OF PRINTER DRIVER

■ The printer driver is required to print the data from the personal computer connected with this unit.
The printer driver for Windows® is supplied with this unit.

Product name	Required operating system
CPD9500W	Applies for Microsoft® Windows® 98 or Windows® Millennium operation system
CPD9500X	Applies for Microsoft® Windows® 2000 or Windows® XP operation system

■ Refer to the PRINTER DRIVER GUIDE in the CD-ROM for installing the printer driver.

Windows 98, Windows Millennium, Windows 2000 and Windows XP are the registered trademarks of Microsoft Corporation in the U.S.A. and other countries.

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ERROR MESSAGES & COUNTERMEASURES

INDICATIONS ON THE FRONT PANEL AND COUNTERMEASURES

■ If, for some reason, printing is not possible or an error occurs during printing, the indicators on the front panel will illuminate or blink. In this case, follow the procedure described below.
In case of an error during printing, unless you turn off the unit, the unit resumes printing automatically when the error is corrected.

☼: Steady on　●: off　☼●: Blinking　— : Depends on the previous condition

ALARM	PAPER/ INK RIBBON	DATA	READY	COOLING	Causes and Countermeasures	Page
☼●	●	—	●	●	The door is open. • Close the door.	7
					A paper jam occurs. • Refer to "Overcoming paper jams."	19
☼●	☼	—	●	●	The power is turned off during printing process. • Turn on the power and carry out the paper feed & cut.	---
●	●	—	☼	☼●	The temperature of the thermal head is too high. • Wait until the indication goes off. * Note	7
●	☼●	—	●	●	The ink ribbon is not loaded. The ink ribbon is used up. The ink ribbon which is not available to this printer is installed. • Replace the ink ribbon with a new one.	14-15
●	☼	—	●	●	The print paper is not installed. The print paper is used up. • Install new print paper.	12-13
					The combination of the ink ribbon and the print paper is incorrect. • Use a correct combination of the ink ribbon and the print paper.	14-15
☼	●	—	●	●	Other errors	20

When ALARM or PAPER/INK RIBBON indicator illuminates or blinks, open the door and carry out the above countermeasures.
If the indicator is not turned off by closing the door, carry out the paper feed & cut.

*Note　If an error occurs while the continuous printing through the PC is ongoing, it is resumed after the COOLING indicator goes off.

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OVERCOMING PAPER JAMS

1 Press the DOOR OPEN button to open the door.
Make sure that the power is turned on before opening the door.
If the door does not open, turn off the power and turn it on again.
Then press the DOOR OPEN button again.
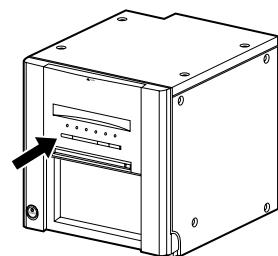
2 Remove the ink cassette.
Push down the ink cassette as shown by the arrow ① and pull it out.
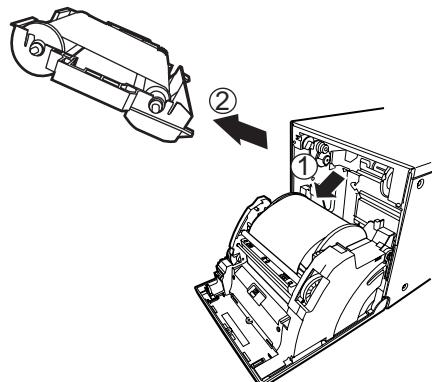
3 Take out the print paper.
When taking the print paper out, pull it up toward you.
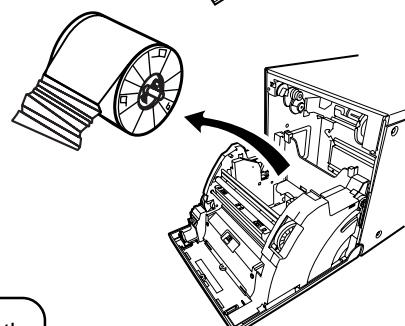
**4 Cut off the defective part of the print paper with scissors.**

— NOTE —
Make sure to cut off the printed part of the print paper. Failure to do this may result in the ink ribbon sticking to the print paper and being torn.
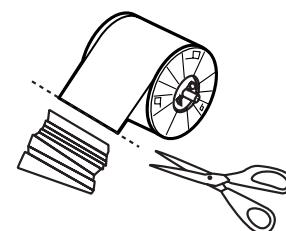
5 Install the print paper and the ink cassette with the ink ribbon. (Refer to pages 12-15.)

6 Push the center of the door to close.
The print paper setting is initialized two minutes after you close the door.
When the auto feed & cut mode has been selected, the FEED & CUT procedure is repeated three times after you close the door. When the print paper with the post card printing on its reverse side is installed, the FEED & CUT procedure is repeated five times.
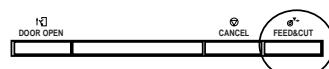
■ **When the manual & cut mode has been selected**
When the manual feed & cut mode has been selected, hold down the FEED & CUT button for 1 second or longer. Repeat the manual feed & cut three times. When the print paper with the post card printing on its reverse side is installed, repeat this procedure five times.
For how to select the auto feed & cut mode, see "Setting of the DIP switches" (on page 11).

DOOR OPEN   CANCEL   FEED&CUT

ERROR MESSAGES & COUNTERMEASURES

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BEFORE CALLING FOR SERVICE

For the following symptoms, check the unit again before calling for service.

Symptom	Check & Remedy
The power is not turned on.	Is the power cord plug disconnected from the outlet? → Connect the power cord plug to the outlet firmly. → The protective circuit may be working. Turn off the power and wait for about two minutes. Then turn on the power again.
The door doesn't close.	Are you turning off the power during printing procedure? → Turn on the power and then close the door.
The image is not printed.	Is the image data sent to this unit? → Make sure that the image data is sent to this unit. Is the print paper or the ink ribbon used up? → Check them. Is the ink cassette installed correctly? → Install the ink cassette correctly.
The image data is not transferred.	Is the input select switch set correctly? → Check the setting.
The personal computer does not recognize this unit.	Is the same SCSI ID number allocated to other equipment? → Change the SCSI ID number. Is the input select switch set correctly? → Check the setting.

INSTRUCTIONS FOR TRANSPORTATION

When transporting this unit for some reason such as repair, follow the instructions below.

1. Use the original packaging
The genuine package unit may not endure more than one round trip. If the unit is transported with the package unit more than one round trip, it may not be guaranteed.
Purchase another package unit when transporting this unit again.
Pack the unit with all the accessories (ink ribbon, print paper, ink cassette, and paper flanges) removed.
2. Turn off the power after the PAPER/INK RIBBON indicator blinks.
After removing all the accessories, close the door with the printer's power on. After the PAPER/INK RIBBON indicator blinks, turn the power off.
3. If the ink ribbon, print paper, or ink cassette can not be taken out, consult with your dealer.

CLEANING

Cleaning as indicated below will help maintain stable printer operation and extend the printer's life.

Preparations

Alcohol (isopropyl alcohol)

Tissue paper (Fold in half about four times, and use the folded side to clean.)

Other : Cleaner pen (option)*, Cleaning ribbon (option)*

* Please ask the dealer about options.

A small amount of alcohol

Cleaning part
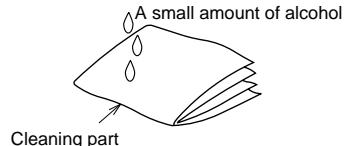
How to fold tissue paper

Cleaner pen
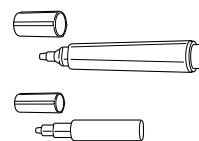
PREPARATIONS FOR CLEANING

1 **Press the POWER button to turn on the power.**

2 **Press the DOOR OPEN button to open the door.**

3 **Remove the ink cassette.**

4 **Take out the print paper.**

5 **Press the POWER button to turn off the power.**

Make sure to turn off the power before cleaning.

THERMAL HEAD CLEANING

Clean the heat-generating part below the thermal head.

Wipe the head cleaning part carefully with tissue paper dampened with a small amount of alcohol.

—————— NOTE ——————
- Do not damage the thermal head.
- The thermal head is hot right after printing. Wait until the head temperature drops low before cleaning the thermal head.

Cleaning part of thermal head

Inside

Outside
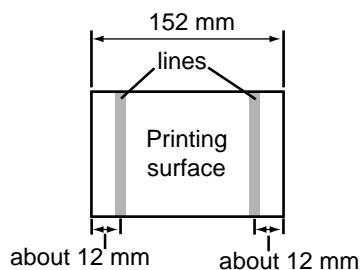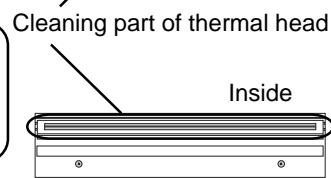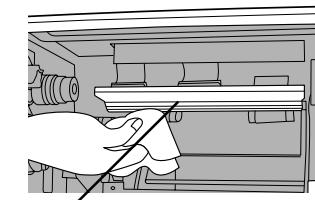
■ WHEN USING THE CLEANING RIBBON (CR9000)

When you use print paper of 152 mm (6") with after using that of 127 mm (5"), thermal head cleaning with a cleaning ribbon may be required.

If one or two lines appear on the printing surface as shown right when printing on the print paper of 152 mm (6") width, clean the thermal head using the optional cleaning ribbon.

Cleaning is not required when :

you use print paper of 127 mm (5") width after using that of 127 mm(5"),

you use print paper of 152 mm (6") width after using that of 152 mm(6"), or

you use print paper of 127 mm (5") width after using that of 152 mm(6").

Print paper of 127 mm(5") width :   9x13 (3.5x5"), 13x18 (5x7")

Print paper of 152 mm (6") width :   10x15 (4x6"), 15x20 (6x8"), 15x23 (6x9")

—————— NOTE ——————
When the symptom of poor print quality is not corrected even after the head is cleaned, replace the thermal head. Contact your dealer.

152 mm

lines

Printing surface

about 12 mm   about 12 mm

Cleaning ribbon (CR9000)
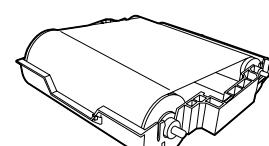
PAPER FLANGE CLEANING

Clean the parts that contact the print paper sides as shown right.

Wipe the parts carefully with tissue paper dampened with a small amount of alcohol.

Cleaning part
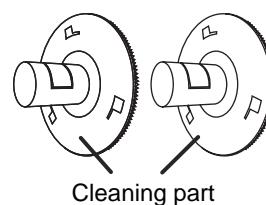
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SPECIFICATIONS

SPECIFICATIONS

Class	Digital Color Printer
Model	CP9500DW
Printing method	Sublimation Dye Thermal Transfer line print
	3-color faces progressive printing (yellow, magenta, and cyan) and surface lamination
Print's resolution	346 x 346 DPI (Fine mode) 346 x 692 DPI (Super Fine mode) (DPI : Dots per inch)
Dot resolution	9x13 (3.5x5") 1812 x 1240 pixels (Fine mode) 1812 x 2480 pixels (Super Fine mode)
	10x15 (4x6") 2152 x 1416 pixels (Fine mode) 2152 x 2832 pixels (Super Fine mode)
	13x18 (5x7") 1812 x 2452 pixels (Fine mode) 1812 x 4904 pixels (Super Fine mode)
	15x20 (6x8") 2152 x 2792 pixels (Fine mode) 2152 x 5584 pixels (Super Fine mode)
	15x23 (6x9") 2152 x 3146 pixels (Fine mode) 2152 x 6292 pixels (Super Fine mode)
Print size	9x13 (3.5x5") 89 x 127mm (without frame)
	10x15 (4x6") 102 x 152mm (without frame)
	13x18 (5x7") 127 x 178mm (without frame)
	15x20 (6x8") 152 x 203mm (without frame)
	15x23 (6x9") 152 x 229mm (without frame)
Gradations	256 (8 bits) for each color (About 16.7 million colors)
Printing time	9x13 (3.5x5") : Approx. 20 sec./sheet (Super Fine mode : Approx. 38 sec./sheet)
	10x15 (4x6") : Approx. 23 sec./sheet (Super Fine mode : Approx. 41 sec./sheet)
	13x18 (5x7") : Approx. 31 sec./sheet (Super Fine mode : Approx. 64 sec./sheet)
	15x20 (6x8") : Approx. 38 sec./sheet (Super Fine mode : Approx. 70 sec./sheet)
	15x23 (6x9") : Approx. 41 sec./sheet (Super Fine mode : Approx. 79 sec./sheet)
Supply method	Automatic
Interface	SCSI -II (Micro mini 50 pins), Hi-Speed USB (Ver.2.0)
Power supply	220-240 V AC 50/60 Hz, 120 V AC 50/60 Hz
Power consumption	1.1 A (220 - 240 V AC, 50/60 Hz), 2.0 A (120 V AC, 50/60 Hz) during printing
	0.4 A (220 - 240 V AC, 50/60 Hz), 0.4 A (120 V AC, 50/60 Hz) when not printing
Operating conditions	Temperature : 5°C - 40°C
	Humidity : 30% - 80% (no dewing)
Installation conditions	Operating attitude : Horizontal ±5°
Outside dimensions	300(W) x 365(D) x 325(H) mm
Weight	Approx. 17 kg (excluding accessories)
Standard accessories	Power cords (for 120 V and 230 V), Ink cassette (1), SCSI Terminator(1), CD-ROM (1), Paper flange (1 set), Spacers (2), Quick setup guide (1), Paper strip bin (1), Paper catcher (1)

■ Contents of CD-ROM

• Operation manual
• Printer driver
• PRINTER DRIVER GUIDE
• Adobe® Reader®

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